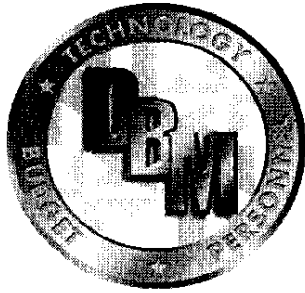


6/30/2003

Docket No. CG 98-123



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Office of Information Technology
 Telecommunications Access of Maryland

Federal Communications Commission
 Office of the Secretary

ROBERT L. EHRLICH, JR.
 Governor

MICHAEL S. STEELE
 Lieutenant Governor

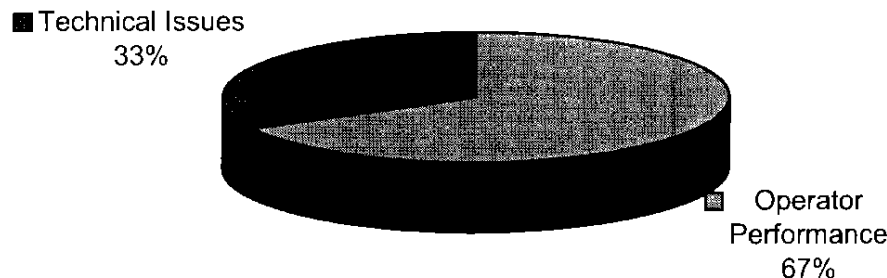
JAMES C. DIPAULA
 Secretary

ELLIS L. KITCHEN
 Chief Information Officer

FCC Docket No. 98-67**Maryland Relay Summary Log: June 1, 2002 - May 31, 2003**

For the period of June 1, 2002 through May 31, 2003, Maryland Relay processed 1,519,404 calls and received a total of five hundred and fifty-four (554) customer complaints. These complaints were filed with supervisors, account managers, AT&T Relay Customer Service, and/or with the State of Maryland's Telecommunications Access of Maryland (agency which oversees the TRS contract with AT&T).

**Customer Complaint 2002 - 2003
 Reported by State of Maryland**



All complaints are recorded in AT&T's customer concerns database. The State of Maryland and AT&T ensure that all complaints registered by phone, email, to a supervisor, or by any means, are entered into the database in a tandem effort for comprehensive data collection.

 Date: 7/1/03
 Signature: [Handwritten Signature]

The discrepancy in the number of complaints recorded by AT&T (Appendix A) and the State of Maryland (Appendix B) can be reconciled by understanding that AT&T files only those complaints that directly refer to a specific regulation in 47 CFR Part 64. The State of Maryland's report includes all customer contact, both positive and negative, to provide the FCC more detailed information for their consideration while planning the future direction of TRS. (Appendix B)

Three complaints were filed formally with the FCC. The two that were directed to the TAM office by the FCC have been answered with a letter to the FCC. (See Attachment C) The third complaint was directed to AT&T and is still open at the time of this filing. The deadline for response to this complaint has not passed and AT&T has been in contact with the appropriate FCC office concerning this issue.

AT&T was awarded the contract to provide TRS in Maryland effective June 1, 2002. As a result of the State's RFP process and consequent contract with AT&T, ten years of Sprint's methods and procedures for accepting and processing relay calls ceased simultaneously with the introduction of an entirely new workforce, causing real and perceived problems for users. This happens any time there is a change in providers, and the State of Maryland will address this issue in its comments to the FCC's Second Report and Order.

The State of Maryland's RFP requirement for upgraded switch technology led to the Maryland Relay's installation of the most sophisticated switch currently being used for TRS. However, the functionally equivalent capabilities this switch provides caused some confusion in the user community due to lack of experience with standard telephony. The State is of the opinion that Relay users' ability to benefit from additional features was most imperative for TRS to progress toward functional equivalency. These features include:

- receiving the number of the person calling
- passing Caller-ID blocking information established at the originating number
- transmission of the originating number to emergency facilities (9-1-1)

Maryland Relay continues its outreach to broaden awareness through education in an effort to lessen user confusion.

The State of Maryland, Telecommunications Access of Maryland (TAM), is aware that some complaints are anecdotal in nature and/or the provider may not have recorded them. This may have occurred because the complaints did not include all of the required associated data. In addition, the State understands that not all consumers possess the time or awareness of procedures to file formal complaints. For the period covered by this report, the State of Maryland has again hired an outside consultant to test and evaluate service in order to proactively identify any unreported problems or anomalies related to the Maryland Relay. During the June 2002 - May 2003 reporting period, two separate quality assurance tests were conducted to assess the new TRS provider. A summary of the results of these tests is listed below. The State has also submitted the complete report. (See Appendix D) Such quality assurance tests performed by the consultant will occur on a quarterly basis during the next reporting period.

**Summary of Quality Assurance Testing Results –
Last Quarter 2002 & First Quarter 2003**

Criteria Measured	February 2003	December 2002
Number of Calls Evaluated	502	502
Number of Operators Surveyed	165	155
Overall Typing Accuracy	83%	77.1%
Calls with 95% or higher	12.4%	5.2%
Overall Verbatim	87.9%	81.7%
Calls with 95% or higher	32.9%	18.4%
Overall Typing Speed (words per minute)	61.2 wpm	58.3wpm
Calls with 60 wpm or higher	59.2%	52%
Calls at 95% Accuracy and 60 wpm	9.0%	3.2%
Calls at 95% Verbatim and 60 wpm	23.2%	15.1%
Operators provided ID number	74.3%	55.2%
Operators providing ASL transliteration	76.8%	67.6%
Calls with garbling	21	17
Calls encountering "All Operators Busy"	25	6

Following both testing/evaluation periods and corresponding reports, the following corrective measures were taken:

- The results from February, in most cases, indicate an improvement over the December 2002 results.
- Following the February results, the Maryland Relay Center team provided the State of Maryland with a written plan for performance improvement that was clearly successful.
- The State is pleased with the improvement and effort of the Relay Center team, who worked with a completely new staff of operators. This occurred though almost no experienced operators employed by the previous provider resumed employment with the new, together with the natural attrition involved when training 180 employees to learn a completely new job.

To ensure better resolution of customer concerns received by any venue, Maryland Relay, through a joint effort between the TAM office and the AT&T Relay Center team, has:

- established a 24/7 in-center customer service team;
- implemented additional training for operators to include user input and personal perspectives;
- required all operators to participate in a minimum of one Maryland Relay related community event;
- developed performance improvement plans based on the results of the independent evaluation/testing;
- made available conference rooms in the Relay Center to various user communities for their meetings to encourage interaction between Relay personnel and the user community;
- hosted user group discussions to obtain consumer feedback;
- attended various events in the diverse user communities. This effort was made to inform consumers of the new procedures, to explain the improvement afforded with the new technology, and to better discern the real problems from frustration and confusion which occur when any State Relay changes providers;
- encouraged and solicited customer feedback and registration of concerns to allow for development of resolutions;
- contacted over 100 IXC's in conjunction with the Public Service Commission (PSC) of Maryland. By stating a requirement to join the Maryland Relay platform, or show cause for exception to the PSC, a more functionally equivalent Carrier of Choice can be provided to TRS users in Maryland.

In summary, while Maryland Relay received more complaints per call this year than last year, an increase in concerns was expected due to the change of TRS provider. Yet, any state having experienced a change of provider is aware that no two TRS platforms and procedures are similar, much less the same, with the result being customer confusion and dissatisfaction. It is the opinion of Maryland Relay that our public relations/advertising/outreach efforts make us a leader in the TRS industry. These include such proactive methods as soliciting customer feedback by traditional and non-traditional means and active customer interaction. These efforts will continue to aid us in identifying and resolving issues, which will in turn lead to greater understanding and appreciation of the more functionally equivalent TRS available with Maryland Relay.

We will continue to educate users and assist customers in understanding the new processes, as well as the customer responsibilities that come with improved technology. We are working with the provider and the community to educate new operators in their skills and awareness of the user communities. We seek to increase user community knowledge of Maryland Relay and build relationships that are open and sharing between them, the provider, and the State.

The requirements contained within the new Maryland Relay contract, while causing a difficult initial contact year, have raised the bar for TRS again. These changes keep Maryland at the forefront of TRS quality of service, functional equivalency, and leading edge technology. As always, Maryland Relay strives to provide the citizens of Maryland with not only the best relay service, but also a customer service team that is available and ready to work with the customers in our efforts to provide them with a high degree of satisfaction and more functionally equivalent phone service.

Respectfully submitted,

Brenda Kelly-Frey, Assistant Director
Telecommunications Access Maryland
Maryland Department of Budget & Management
301 W. Preston Street, Suite 1008A
Baltimore, MD 21201
1-800-552-7724

**MARYLAND RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 – MAY 2003**

June 2002

TTY June 3, 2002

The customer complained she had to wait on the line for a CA when calling into the relay service.

Category: Answer/Wait Time

Escalation: Received by the National Relay Center, RI and handled by the National Customer Care Center.

Resolution: Apologized to the customer, and explained it would be reported.

Contact Closed: June 4, 2002

FCC: Answer Performance

TTY June 6, 2002

The customer had several complaints including waiting for an available operator and operators not providing their ID before a number is provided.

Category: Answer/Wait Time

Escalation: Received by the National Relay Center, RI and handled by the same.

Resolution: Apologized to the customer for the inconvenience, and thanked him for reporting these issues.

Contact Closed: June 6, 2002

FCC: Answer Performance

TTY June 6, 2002

The customer complained the CA did not type the entire recorded message.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, RI and handled by the same.

Resolution: Advised the customer the CA did type the recorded message verbatim, and the customer hung up.

Contact Closed: June 6, 2002

FCC: Verbatim

TTY June 10, 2002

The customer complained the operator's typing was slow.

Category: Typing Skill/Speed

Escalation: Received by the Account Manager and handled by the National Customer Care Center.

Resolution: Informed the customer the operator would be reviewed concerning his/her complaint.

Contact Closed: June 10, 2002

FCC: Typing Issue

TTY June 11, 2002

The customer complained she did not like the way the automation is handled because she has to wait for an operator to come on the line.

Category: Methods Related

**MARYLAND RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 – MAY 2003**

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and explained how the upfront automation works.

Contact Closed: June 11, 2002

FCC: Answer Performance

Voice June 12, 2002

The caller reported receiving a busy signal when dialing Maryland Relay.

Category: Other (Equip)

Escalation: Received by the Account Manager and handled by the National Customer Care Center.

Resolution: Reported the problem for technical investigation. Attempted to reach the customer for additional information, but was unsuccessful.

Contact Closed: June 25, 2002

FCC: Answer Performance

TTY June 23, 2002

The customer complained about the operator's typing.

Category: Typing Skill/Speed

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Documented for reporting purposes.

Contact Closed: June 23, 2002

FCC: Typing Issue

TTY June 26, 2002

The customer complained he had to wait a long time to reach the relay service.

Category: Answer/Wait Time

Escalation: Received by the Account Manager and handled by the Account Manager.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: July 11, 2002

FCC: Answer Performance

TTY June 26, 2002

The customer complained the operator had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: June 26, 2002

FCC: Verbatim

TTY June 26, 2002

The customer reported that he tried calling relay several times, and the line never answered.

**MARYLAND RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 – MAY 2003**

Category: Answer/Wait Time

Escalation: Received by the Account Manager and handled by the National Customer Care Center.

Resolution: Thanked the customer for reporting the problem, and forwarded his comments for investigation.

Contact Closed: June 28, 2002

FCC: Answer Performance

TTY June 26, 2002

The customer was very concerned that several times when calling relay the line just rang with no answer.

Category: Answer/Wait Time

Escalation: Received by the Account Manager and handled by the National Customer Care Center.

Resolution: Apologized for any problems this caused, and explained that a technical problem had occurred during the time he was calling.

Contact Closed: June 28, 2002

FCC: Answer Performance

TTY June 28, 2002

The customer had several complaints including operator typing/spelling errors, and having to wait for a recorded message to be relayed.

Category: Typing Skill/Speed

Escalation: Received by the Account Manager and handled by the National Customer Care Center.

Resolution: Apologized for any problem he experienced, and suggested the customer provide up front instructions when calling an automated system.

Contact Closed: July 1, 2002

FCC: Typing Issue

Voice June 28, 2002

The customer complained he/she had to wait a long time to reach a CA.

Category: Answer/Wait Time

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Apologized to the customer and explained that there were technical problems during the time she was attempting her calls.

Contact Closed: June 28, 2002

FCC: Answer Performance

July 2002

TTY July 8, 2002

The customer complained the relay service numbers are answered by a recording, and callers are getting no response.

**MARYLAND RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 – MAY 2003**

Category: Answer/Wait Time

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and thanked the customer for reporting the problem.

Contact Closed: July 8, 2002

FCC: Answer Performance

TTY July 15, 2002

The customer complained the operator typed too slow, and operators did not abbreviate properly at the beginning of his conversations.

Category: Typing Skill/Speed

Escalation: Received by the Account Manager and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer his comments would be shared with the operator's Manager and the Technical Department.

Contact Closed: July 15, 2002

FCC: Typing Issue

TTY July 19, 2002

The customer complained about the slow speed at which he received the operator's typing on 2Line VCO calls.

Category: Other (Equip)

Escalation: Received by the Account Manager and handled by the National Customer Care Center.

Resolution: Reported for investigation.

Contact Closed: August 15, 2002

FCC: Typing Issue

TTY July 19, 2002

The customer complained the operator had too many typing errors.

Category: Typing Skill/Speed

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer a report would be filed.

Contact Closed: July 19, 2002

FCC: Typing Issue

TTY July 21, 2002

The customer complained of a delay before operators come on the line and inform him that VCO is on.

Category: Methods Related

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and thanked the customer for providing his feedback.

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**MARYLAND RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 – MAY 2003**

Contact Closed: July 23, 2002

FCC: Answer Performance

TTY July 24, 2002

The customer complained the operator typed too slow.

Category: Typing Skill/Speed

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: July 24, 2002

FCC: Typing Issue

TTY July 29, 2002

The customer complained the operator did not type verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized to the customer for the inconvenience and offered to provide her further assistance.

Contact Closed: July 29, 2002

FCC: Verbatim

August 2002

TTY August 1, 2002

The customer had several complaints including her profile not being active, and delays before reaching an operator.

Category: Answer/Wait Time

Escalation: Received by the Account Manager and handled by the Account Manager.

Resolution: Thanked the customer for providing her feedback, and advised her to request a supervisor if any problems arise during her calls.

Contact Closed: August 3, 2002

FCC: Answer Performance

TTY August 1, 2002

The customer complained her profile was not active, the Relay Service is not answered by a live Operator and about delays in response time.

Category: Scope of Service

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Thanked the customer for providing feedback, and assured her that efforts will be made to improve service.

Contact Closed: August 1, 2002

FCC: Answer Performance

TTY August 7, 2002

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MDFCC0602-0503

**MARYLAND RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 – MAY 2003**

The customer complained the operator's typing was slow and had many errors during her call.

Category: Typing Skill/Speed

Escalation: Received by the Account Manager and handled by the National Customer Care Center.

Resolution: Reported the issue to the Operator's manager for further review.

Contact Closed: August 7, 2002

FCC: Typing Issue

Voice August 7, 2002

The customer complained the operator was not transparent during her relay call, and did not keep track of what was being voiced.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized to the customer, and assured her the information would be reviewed with the Operator.

Contact Closed: August 7, 2002

FCC: Transparency

TTY August 12, 2002

The customer complained the operator had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, RI and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: August 12, 2002

FCC: Verbatim

TTY August 15, 2002

The customer had several complaints which included lengthy operator greetings at the beginning of his relay calls and frequent typing errors.

Category: Other (Misc)

Escalation: Received by the Account Manager and handled by the same.

Resolution: Documented for reporting purposes.

Contact Closed: August 16, 2002

FCC: Typing Issue

TTY August 15, 2002

The customer had several complaints which included operators mispronouncing her last name and frequent typing errors.

Category: Other (CA/OPR)

Escalation: Received by the Account Manager and handled by the same.

Resolution: Documented for reporting purposes.

Contact Closed: August 16, 2002

FCC: Typing Issue

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MDFCC0602-0503

**MARYLAND RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 – MAY 2003**

TTY August 19, 2002

The customer complained the operator's typing contained many errors during his relay call.

Category: Typing Skill/Speed

Escalation: Received by the Account Manager and handled by the National Customer Care Center.

Resolution: Forwarded the customer's concerns to the operator's manager.

Contact Closed: August 19, 2002

FCC: Typing Issue

TTY August 26, 2002

The customer complained about the operator's typing speed.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: August 26, 2002

FCC: Typing Issue

Voice August 29, 2002

The customer had several complaints including dissatisfaction with AT&T Relay Customer Care, Caller ID, Carrier of Choice, and CA typing speeds.

Category: Other (Misc)

Escalation: Received by the Pennsylvania Relay Center and handled by the National Customer Care Center.

Resolution: Made several attempts to reach him, but the customer was not available. Left him messages that included the number for customer care.

Contact Closed: September 1, 2002

FCC: Typing Issue

September 2002

TTY September 3, 2002

The caller commented on the delay when he calls into relay before he gets the actual operator number. He also mentioned delays in dialing.

Category: Other (Equip)

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Explained the initial automation when he calls into relay, and thanked him for reporting his concerns.

Contact Closed: September 3, 2002

FCC: Answer Performance

Voice September 4, 2002

The customer reported that the Operator did not remain transparent on her call. When

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

MDFCC0602-0503

**MARYLAND RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 – MAY 2003**

reaching the forward party, the Operator interrupted the call.

Category: Attitude and Manner

Escalation: Received by the Account Manager and handled by the National Customer Care Center.

Resolution: Forwarded the customer's comments to the Operator's manager for appropriate action.

Contact Closed: September 4, 2002

FCC: Transparency

TTY September 5, 2002

The customer complained about long times to reach an operator.

Category: Answer/Wait Time

Escalation: Received by the Account Manager and handled by the National Customer Care Center.

Resolution: Explained the initial automation when dialing relay, and thanked the customer for his comments.

Contact Closed: September 11, 2002

FCC: Answer Performance

Voice September 6, 2002

The customer reported that the operator did not remain transparent and interrupted the call.

Category: Other (CA/OPR)

Escalation: Received by the Account Manager and handled by the National Customer Care Center.

Resolution: Forwarded the customer's comments to the operator's manager for appropriate action.

Contact Closed: September 6, 2002

FCC: Transparency

TTY September 12, 2002

The customer had several complaints including waiting too long for an Operator and an Operator refusing to dial a number for him/her.

Category: Answer/Wait Time

Escalation: Received by the Account Manager and handled by the same.

Resolution: Documented complaint and forwarded it to the Operator's manager for review.

Contact Closed: September 12, 2002

FCC: Answer Performance

TTY September 12, 2002

The customer complained that the operator acted as if she were part of his conversation, and would not place a sequence call for him.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

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**MARYLAND RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 – MAY 2003**

Resolution: Apologized for the inconvenience, and assured the customer his complaint would be reported.

Contact Closed: September 12, 2002

FCC: Transparency

Voice September 17, 2002

The customer complained about the operator's typing speed.

Category: Typing Skill/Speed

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: September 17, 2002

FCC: Typing Issue

TTY September 19, 2002

The customer complained that the operator did not remain transparent.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: September 19, 2002

FCC: Transparency

TTY September 20, 2002

The customer complained the operator typed slow and made many mistakes.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: September 20, 2002

FCC: Typing Issue

TTY September 26, 2002

The customer had several complaints including waiting for an operator to come on the line, VCO being cut off, and her calls being disconnected.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized to the customer for any problems she has been having.

Contact Closed: September 26, 2002

FCC: Answer Performance

TTY September 27, 2002

The customer complained the Operator did not type the name of the business he was calling.

Category: Attitude and Manner

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

MDFCC0602-0503

**MARYLAND RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 – MAY 2003**

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Apologized to the customer and advised him his complaint would be documented.

Contact Closed: September 27, 2002

FCC: Verbatim

October 2002

TTY October 7, 2002

The caller complained the operator typed slow.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: October 8, 2002

FCC: Typing Issue

TTY October 10, 2002

The customer complained the operator made rude comments to the customer during a call.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized to the customer for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: October 11, 2002

FCC: Transparency

TTY October 24, 2002

The customer complained the operators were slow to respond.

Category: Answer/Wait Time

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer that the operators' managers would follow-up accordingly.

Contact Closed: October 25, 2002

FCC: Answer Performance

Voice October 27, 2002

The customer complained the operator kept prompting him/her to respond.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: October 28, 2002

FCC: Transparency

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

MDFCC0602-0503

**MARYLAND RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 – MAY 2003**

November 2002

Voice November 11, 2002

The customer complained of operators engaging in personal conversations with one another while relaying her call.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer her complaint would be reported.

Contact Closed: November 12, 2002

FCC: Confidentiality

TTY November 12, 2002

The customer complained the operator did not keep track of what was voiced during a call.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Reported the issue to the operator's manager for review.

Contact Closed: November 12, 2002

FCC: Verbatim

TTY November 27, 2002

The customer complained the CA had not relayed the call verbatim.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Attempted to apologize, but the customer hung up.

Contact Closed: November 27, 2002

FCC: Verbatim

December 2002

TTY December 3, 2002

The caller complained about the operator's typing errors in a message left on his answering machine. The operator also did not provide his/her gender.

Category: Typing Skill/Speed

Escalation: Received by the Account Manager and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: December 5, 2002

FCC: Typing Issue

TTY December 5, 2002

The customer complained about long a wait time before reaching an operator at the

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

MDFCC0602-0503

**MARYLAND RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 – MAY 2003**

Maryland Relay.

Category: Answer/Wait Time

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Apologized, and explained to the customer that settings in his profile may delay the call.

Contact Closed: December 6, 2002

FCC: Answer Performance

TTY December 9, 2002

The customer complained that the operator did not properly announce a call to him, and typed extremely slow during the call.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: December 9, 2002

FCC: Typing Issue

TTY December 13, 2002

The customer complained she had to wait a long time to reach a operator.

Category: Answer/Wait Time

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience.

Contact Closed: December 13, 2002

FCC: Answer Performance

TTY December 16, 2002

The customer complained that the operator typed too slowly.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: December 16, 2002

FCC: Typing Issue

Voice December 16, 2002

The customer complained about the operator's typing mistakes.

Category: Typing Skill/Speed

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Pending.

Contact Closed:

FCC: Typing Issue

**MARYLAND RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 – MAY 2003**

January 2003

TTY January 3, 2003

The customer complained the operator added information to the message he/she wanted to leave on a pager.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: January 3, 2003

FCC: Transparency

TTY January 3, 2003

The customer complained about the operator's typing skills.

Category: Typing Skill/Speed

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Apologized to the customer for the inconvenience.

Contact Closed: January 3, 2003

FCC: Typing Issue

Voice January 10, 2003

The customer complained of operators making rude personal statements, not being helpful, and not following instructions.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized to the customer for the inconvenience, and mentioned that all operators must follow a code of conduct during relay calls.

Contact Closed: January 11, 2003

FCC: Transparency

TTY January 14, 2003

The customer complained the first operator was not transparent, and the second operator failed to provide the number for TAM.

Category: Attitude and Manner

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Forwarded the complaints to the operators' managers for review.

Contact Closed: January 15, 2003

FCC: Transparency

TTY January 16, 2003

The customer complained the operator provided his/her number to another party without authorization.

Category: Other (CA/OPR)

**MARYLAND RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 – MAY 2003**

Escalation: Received by the Maryland Relay Center and handled by the same.
Resolution: Apologized to the customer, and explained that his/her number may have appeared on Caller ID.
Contact Closed: January 17, 2003
FCC: Confidentiality

February 2003

TTY February 11, 2003

The customer complained the operator typed too slow, misspelled many words, and was rude.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: February 11, 2003

FCC: Typing Issue

TTY February 27, 2003

The customer complained about the numerous typing mistakes made by the operator.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow up accordingly.

Contact Closed: February 27, 2003

FCC: Typing Issue

March 2003

TTY March 6, 2003

The customer complained that the operators were very unprofessional by not remaining transparent during his calls.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operators' managers would follow up accordingly.

Contact Closed: March 7, 2003

FCC: Transparency

Voice March 24, 2003

The customer complained that the operator was slow and could not keep up with his conversation.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's

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MDFCC0602-0503

**MARYLAND RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 – MAY 2003**

manager would follow up accordingly.

Contact Closed: March 24, 2003

FCC: Typing Issue

April 2003

TTY April 5, 2003

The caller is upset with the operators typing speeds and errors.

Category: Typing Skill/Speed

Escalation: Received by the Account Manager and handled by the same.

Resolution: Documented for reporting purposes.

Contact Closed: April 5, 2003

FCC: Typing Issue

Voice April 14, 2003

The customer was upset that the operator did not remain transparent during his call.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the National Customer Care Center.

Resolution: Apologized to the customer. Investigated and found that the call had not been placed through Maryland or AT&T Relay.

Contact Closed: April 18, 2003

FCC: Transparency

May 2003

Voice May 9, 2003

The customer complained that the operators are rude and type too slow.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized to the customer for the inconvenience. At that point, the customer hung up.

Contact Closed: May 9, 2003

FCC: Typing Issue

TTY May 12, 2003

The customer complained that the operators type too slow, misspell words, hang up premature, and do not keep her informed during relay calls.

Category: Attitude and Manner

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Thanked the customer for providing her feedback. Advised her to provide operator ID numbers in the future so we could investigate.

Contact Closed: May 12, 2003

FCC: Typing Issue

**MARYLAND RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 – MAY 2003**

TTY May 22, 2003

The customer complained the operator typed too slowly.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the operator's manager would follow accordingly.

Contact Closed: May 22, 2003

FCC: Typing Issue

TTY May 30, 2003

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: May 30, 2003

FCC: Verbatim